

# **Governor's Office for Technology**

## **POLICY/PROCEDURE**

**Policy Number:** GOT-060

**Effective Date:** 05/15/96

**Revision Date:** 1/20/2000

**Subject:** Internet and Electronic Mail Acceptable Use Policy

**Policy Maintenance:** The Governor's Office for Technology, Office of Infrastructure Services and Office of Policy and Customer Relations share the responsibility for the maintenance of this policy. This policy is to be adhered to by all agencies and employees within the Executive Branch of state government. However, agencies may choose to add to this policy, in order to enforce more restrictive standards as appropriate.

Therefore, employees are to refer to their agency's internal policy, which may have additional information or clarification of this enterprise policy.

### **Responsibility for Compliance**

Each agency is responsible for assuring that employees within their organizational authority have been made aware of the provisions of this policy, that compliance by the employee is expected, and that intentional, inappropriate use may result in disciplinary action pursuant to KRS 18A up to and including dismissal.

It is also each Executive Cabinet's responsibility to enforce and manage this policy. Failure to comply may result in additional shared service charges to the agency for GOT's efforts to remediate inappropriate usage.

### **Policy:**

The Governor's Office for Technology (GOT) furnishes the communications backbone for users of the Kentucky Information Highway (KIH). The KIH is an enterprise shared resource and acceptable practices and common guidelines must govern its use. This Acceptable Use Policy represents a set of guidelines to be followed when using KIH or any other networks which are used as a result of their KIH connection, such as **Internet and E-mail**.

In compliance with the laws of the Commonwealth and the guidelines provided herein, employees of the Commonwealth of Kentucky are encouraged to use the Internet and E-mail to their fullest potential to further the State's mission, to provide service of the highest quality to its citizens, to discover new ways to use resources to enhance service, and to promote staff development.

The acceptable use of Internet and E-mail represents the management of a state business resource. Supervisors should work with employees to determine the appropriateness of using the Internet and E-mail for professional activities and career development during working hours, while insuring that employees do not violate the general provisions which prohibit using the Internet and E-mail for personal gain.

Monitoring tools are in place to monitor employee's use of electronic mail and the Internet. Unless secured by an approved encryption method, employees shall have no expectation of privacy associated with E-mail transmissions and the information they publish/store on the Internet using Commonwealth's facilities.

Supervisors are encouraged to identify Internet and E-mail training needs and resources, to encourage use of the Internet and E-mail to improve job performance, to support staff attendance at training sessions, and to permit use of official time for maintaining skills, as appropriate.

In summary, state employees should use the Internet and E-mail, when appropriate, to accomplish job responsibilities more effectively and to enrich their performance skills. The Internet and E-mail afford unprecedented opportunities for conducting research and disseminating (publishing) job-related information.

However, excessive personal use of the Commonwealth's E-mail or Internet resource shall lead to loss of privilege to use them.

#### **Employee Responsibilities:**

- State employees have an obligation to use their access to the Internet and E-mail in a responsible and informed way, conforming to network etiquette, customs, courtesies, and any or all applicable laws or regulation.
- Employees must secure all E-mail containing sensitive or confidential information during transit with approved security services or encryption tools, if and when available.
- As with other forms of publications, copyright restrictions/regulations shall be observed.
- Employees shall be aware that their conduct/information they publish could reflect on the reputation of the Commonwealth. Therefore, professionalism in all communications is of the utmost importance.
- Employees shall represent themselves, their agency or any other state agency accurately and honestly through electronic information or service content.

### **Agency Responsibilities:**

- Agencies are responsible for the content of the published information and for the actions of their employees. The Governor's Office for Technology's (formerly Kentucky Information Resources Management Commission) policy on **Electronic Mail as Public Record** should be observed.
- Commercial uses by agencies must be approved by GOT to make sure they do not violate the terms of GOT's agreement with the Commonwealth's Internet provider. No reselling of access is allowed.

### **Unacceptable Uses:**

Since the Internet and E-mail constitute an uncensored worldwide network of networks, which provides for peer-to-peer communications between participants, they also have great potential for misuse.

Use of Commonwealth of Kentucky Internet and E-mail resources is a privilege that may be revoked at any time for inappropriate conduct. Any abuse of acceptable use policies may result in revocation of access, notification of agency management, and disciplinary action up to and including dismissal. Examples of inappropriate conduct include, but are not limited to:

- Use of the Internet and E-mail for personal gain or personal business activities as defined in a commercial sense such as buying or selling of commodities or services with a profit motive.
- Engaging in illegal activities or using the Internet for any illegal purposes, including initiating or receiving communications that violate any laws and regulations, including KRS 434.840-434.860 (Unlawful Access to a Computer) and KRS 512.020 (Criminal Damage to Property Law). This also includes malicious use, spreading of viruses, and hacking. Hacking means gaining or attempting to gain the unauthorized access to any computers, computer networks, databases, data or electronically stored information.
- Transmitting statements, language, images or other materials that are reasonably likely to be perceived as offensive or disparaging of others based on race, national origin, sex, sexual orientation, age, disability, religious or political beliefs.
- Use of abusive or objectionable language in either public or private messages.
- Knowingly visiting pornographic or illegal sites, disseminating, soliciting or storing sexually oriented messages or images.
- Misrepresentation of oneself or the Commonwealth. This includes the use of false or

misleading subject headers in the distribution of E-mail or presentation of information.

- Sending or forwarding chain letters.
- Distributing or forwarding unsolicited commercial E-mail.
- Soliciting money for religious or political causes, or advocating religious or political opinions.
- Using official dissemination tools to distribute personal information to include any information that constitutes an unwarranted invasion of personal privacy as defined in the Kentucky Open Records Act, KRS 61.870.
- Copying, disseminating or printing copyrighted materials (including articles, images, games, or other software) in violation of copyright laws.
- Other activities and non-business related activities that will cause congestion and disruption of networks and systems includes, but are not limited to, Internet games, online gaming, unnecessary Listserve subscriptions and E-mail attachments, and chat rooms, such as Internet Relay Chat (IRC), I SeeK You (ICQ), AOL Instant Messenger and similar computer conferencing chat rooms on the Internet.